

Defense Personal Property Program (DP3)

A new DOD program focused on improving the quality of life for our servicemembers, civilians, and their families through improved household goods moves by providing the following:

- Online claims filing and direct claims settlement between member/employees and the Transportation Service Providers (TSP)
- Full Replacement Value for damaged/lost household goods
- Best value acquisition of transportation services by awarding shipments based on member and employee feedback
- Electronic, web-based Customer Satisfaction Surveys (CSS)

IS THE CSS JUST ANOTHER SURVEY?

It is important for the Servicemembers/DOD Employees to complete the survey to help improve performance and provide maximum customer benefit.

Survey results help determine which TSPs are used to move your personal property in the future. Your feedback is used to select the best TSP for DOD use.

HOW SOON SHOULD THE CSS BE COMPLETED?

Servicemembers/DOD employees are encouraged to complete their CSS within 7 days after receiving shipment of their personal property.

If the CSS is not completed within 7 days of shipment delivery, reminder e-mails will be sent to the member/employee 7, 14, and 21 days after the shipment is marked as delivered.

Need Customer Satisfaction Survey Help?

If your shipment did **not** move via DPS...and/or to complete your CSS over the phone call
1-800-462-2176 or DSN 770-7332 option 7

NOTE: Have your CSS password available. If you do not have a CSS password, please e-mail the address listed below to request one.

General CSS Questions:

sddc.safb.icss@us.army.mil

Evaluate Your Movers

Defense Personal Property Program Customer Satisfaction Survey (CSS)



DEFENSE PERSONAL PROPERTY PROGRAM -- MOVING DOD FORWARD

COMPLETING THE EVALUATION FOR DPS SHIPMENTS

Note: You will only be able to access your survey when your shipment is in delivered status

If your shipment was moved via DPS, your Bill of Lading # looks similar to BGAC0000912

1. If you have a current ETA/DPS User ID and password, skip to step 2. If you do not:
 - a. Access the DPS Home Page at <http://www.move.mil/>
 - b. Select "DOD Customer" (top of the screen)
 - c. Select "To Register for a DPS account" (right side of the screen under "DPS Passwords/Registration")
 - d. Fill in the requested information, and hit "Submit". Note: when providing an e-mail address, please ensure that you use an e-mail address that you will have 24/7 access to AT DESTINATION
 - e. Your user credentials will be sent to you automatically at the e-mail address you filled in above
 - f. Once you have received your User ID and your password, go to step #2
2. If you currently have an ETA/DPS User ID and password:
 - a. Access the DPS Home Page at <http://www.move.mil/>
 - b. Ensure Pop-Up Blockers are turned off
 - c. Select "Login to DPS" (highlighted top right of the screen)
 - d. The Minimum System Requirements will appear which should be reviewed to ensure system compatibility.
 - e. Select "Login to DPS" (highlighted at the bottom of the screen).
 - f. The ETA login page will appear. Enter your User ID and Password. Ensure you check the box consenting to enter a DOD site. Select "Log in".
 - g. Select the "Customer Satisfaction Survey" tab (top of the screen)
 - h. Complete the 12-question survey and select "Submit"



TSP Evaluations... The Cornerstone of DP3

The Customer Satisfaction Survey (CSS) is a web-based evaluation that allows a servicemember/DOD employee or spouse to rate the service and performance provided by a Transportation Service Provider (TSP) during their personal property move. How you rate a TSP on the CSS determines whether they receive more or less DOD Household Goods business in the future.

The CSS embraces a "Best Value Score methodology." The CSS holds an integral and significant weight in the Best Value Score and provides SDDC with direct feedback about each servicemember's move experience.

WHICH CSS INSTRUCTIONS TO USE?

To determine which CSS instructions to use, locate your Bill of Lading (GBL) number located at the top right hand corner of your GBL.

If the format is similar to **BGAC0000912**, use the instructions to the **left** for DPS shipments.

If the format is similar to **JQ-895667**, use the instructions to the **right** for shipments booked under TOPS

COMPLETING THE EVALUATION FOR TOPS SHIPMENTS

Note: You will only be able to access your survey when your shipment is in delivered status

If your shipment was moved via TOPS, your Bill of Lading # looks similar to JQ-895667:

Visit <http://icss.eta.sddc.army.mil>

1. If you have already received your password proceed to step 2. If not:
 - a. To request a password to login click the Forgot Password hyperlink
 - b. Upon entering your social security number, a password will be sent to the e-mail that is listed on file.
 - c. NOTE: To update your e-mail address please send a request to sddc.safb.icss@us.army.mil with your GBL number
2. Enter your social security number and password.
 - a. The password will not work unless it is entered character for character
 - b. You should receive passwords via the e-mail address you provided at origin counseling and/or at destination counseling
3. Click "Submit"
4. If you receive a message stating that "No surveys are on file", the delivery date for your shipment has not been entered into the system
5. Please e-mail sddc.safb.icss@us.army.mil with your GBL number and the date your shipment was delivered
 - a. Reminders will be sent on the 7th, 14th, and 21st day after the shipment was delivered.
 - b. Within the e-mail reminder there is an encrypted link to the survey
 - c. If you receive a warning message stating that the site is not secure, this is because you do not have a PKI root certificate on your system. Instructions will be posted on the Reminder E-mail on how to download the certificate.